UBC: Larry Carson XGS: Alan Roberts

## Fleet Management & Reporting utilizing Xerox Device Manager (XDM) at UBC

UBC and Xerox Global Services (XGS) have agreed to optimize the fleet of devices supporting UBC end-users. The requirement for accurate data gathering requires that XDM be implemented and deployed to discover and manage networked printers. This data will be used to create accurate and cost saving deployment of the optimized fleet. The information collected from XDM is used solely for the purpose of tracking the device identity, device properties and device status. XGS warrants that:

- No fields will carry personal information;
- Personal information captured by UBC end-users through devices will not be captured by XDM;
- XDM will not capture personal information from units with existing devices which have the accounting function enabled, and those units can continue to collect and use the information locally;
- No owner/user names or document names will be captured;
- No data about non-print/fax/imaging devices will be captured. This includes but is not limited to firewalls, routers, switches, servers; the only exception to this would be a server or workstation that specifically has Xerox's SMB Print Agent installed. This protects UBC from having the topology of their networks mapped out;
- No MAC addresses will be captured;
- [redacted]

In addition, XGS and UBC:

- Have a governance process that will track and audit data collected on a regular basis to validate that only the agreed upon data types are being collected as agreed by the parties, these audits will not disrupt the monitoring process nor require maintenance windows - the audits run parallel to daily activity;
- Have agreed that XGS manages and is responsible for the administration of the XDM service, [redacted]
- Have agreed that in the event either party observes unusual or unexpected behaviour with, or in relation to, the XDM Server, its firewall or its services then the party who observes this behaviour will immediately notify the other party; this will facilitate rapid investigation by both UBC and XGS to determine if any kind of security incident has occurred;
- Have an overall agreement between XGS and UBC that addresses adequately privacy, accountability, and data management;
- Have an agreement that XDM will be enabled to capture machine data for the assessment phase and remain enabled to monitor machine operation status.

Xerox Global Services concern for customer data security is paramount and has in place several measures to ensure the information remains safe and secure. Along with this document there are several documents explaining Security at Xerox. Xerox maintains additional security-related information on its Security@Xerox Web site (http://www.xerox.com/information-security/enus.html)

Xerox Device Manager (XDM) is the corner stone of the Xerox Office Services Toolset. It discovers devices and gathers the following information:

- Device Identity (i.e. model, serial number, manufacturer, etc.)
- Device Properties (i.e. input trays, output bins, serial number, etc.)
- Device Status including overall state, detailed status, UI messages, etc.
- Consumables + levels (toner, fuser, print cartridge, + device unique parts)
- Supported PDL interpreters (PostScript, PCL, TIFF, PDF, automatic, etc.)
- Supported print protocols (LPD, HTTP, Port 9100, Netware PServer, etc.)
- TCP/IP protocol suite (SNMP, TCP, UDP, IP, NIC details, etc.)
- Finishing options (hole punch, fold, staple, stack, booklet, etc.)
- [redacted]

XDM also collects information from private MIBs for most manufacturers where the device is not coded to the industry standard. The collected information may include the following:

- Device firmware and possible upgrade
- Device configuration cloning
- Detailed usage counters
- [redacted]
- [redacted]
- Network scanning configuration settings on multi-function devices (MFDs)

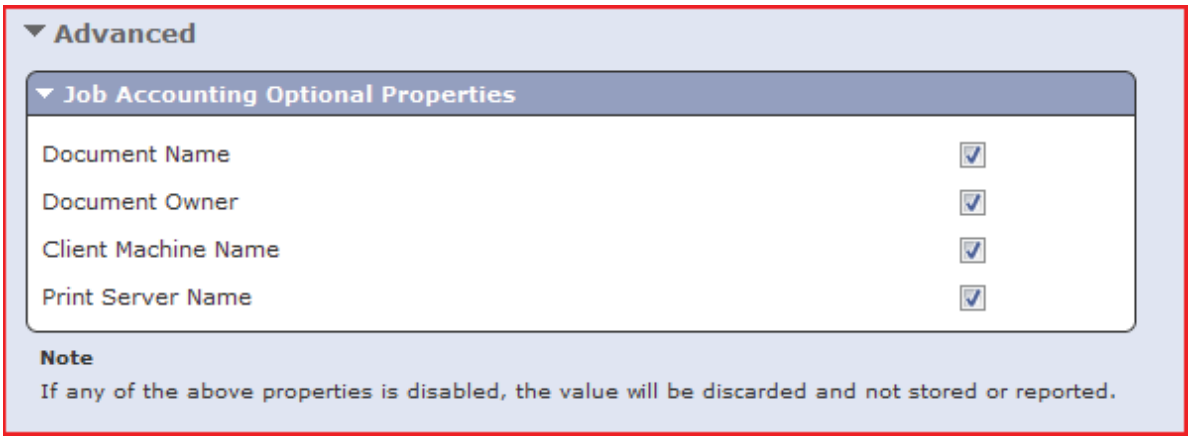
Customer information being gathered is limited to properties of jobs being performed. It is important to note that no reporting is done on the XDM server, [redacted] Examples would be duplex vs. simplex, number of copies or prints and any additional features selected while outputting the document. Personal information such as Username or Document name is by default not collected. [redacted]

The following table is the Job information that is captured:

| Column Name | Required | Enabled by Default |
|---|---|---|
| j colorPrint | No | Yes |
| j contentSize | No | Yes |
| j copiesPrinted | No | Yes |
| j duplexPrint | No | Yes |
| j jobCompletionTime | Yes | Yes |
| j jobID | Yes | Yes |
| j jobPK | Yes | Yes |
| j jobSubmissionTime | Yes | Yes |
| j mediaSize | No | Yes |
| j pageCount | No | Yes |
| j uniqueID | Yes | Yes |
| j bwPageCount | No | Yes |
| j colorPageCount | No | Yes |
| j jobType | No | Yes |

Please note: job ID is a unique identifier created by the device to identify the individual documents processed and does not refer to document specific information. Any of the field's information can be removed and not passed on to the Hosted site.

Data can also be limited by configuring XDM to limit the information stored. The following image shows how to disable information being sent.




Access to the data is strictly controlled under the Sarbane Oxley act. The individuals who have access to the data require 2 levels of approval and have limited access to each component of the Xerox Office Services Toolset. The following table lists the only Xerox employees/positions that will have access to the UBC data and their different roles and responsibilities:

UBC Signature: Larry Carson Digitally signed by Larry Carson DN: o=VeriSign Inc., ou=VeriSign Trust Network, ou=www.verisign.com/repository/RPA Incorp. by Ref. LIAB.LTD(c)98, ou=Persona Not Validated, ou=Digital ID Class 1 - Microsoft Full Service, cn=Larry Carson, email=larry.carson@ubc.ca, Reason: I agree to the terms defined by the placement of my signature on this document, Location: Vancouver, BC Date: 2010.04.23 15:44:27 -07'00' Date:

Larry Carson, Associate Director, Information Security Management, UBC

XGS Signature: Alan Roberts Digitally signed by Alan Roberts DN: cn=Alan Roberts, o=Xerox Canada Ltd., ou=XGS, email=alan.roberts@xerox.com, c=CA Date: 2010.04.28 08:25:00 -07'00' Date:

Alan Roberts, Client Delivery Manager, XGS